Sophos Mobile Control
User guide for Apple iOS

Contents

1 About Sophos Mobile Control

Sophos Mobile Control is a complete mobile device management solution for smartphones and tablets. It allows configuration and software distribution as well as security settings and many other device management operations on mobile devices. The Sophos Mobile Control system consists of a server and a client component which communicate through data connections and SMS messages.

1.1 About this guide

This guide describes how to use the Sophos Mobile Control Self Service Portal to

- install and set up Sophos Mobile Control on Apple iOS devices
- manually synchronize registered devices with the Sophos Mobile Control server
- lock or reset devices to their factory settings (wipe) in case of theft or loss
- reconfigure your device in case it has been wiped

2 Set up Sophos Mobile Control on an Apple iPhone

Prerequisite:

You have received the URL of the **Sophos Mobile Control – Self Service Portal** from your administrator.
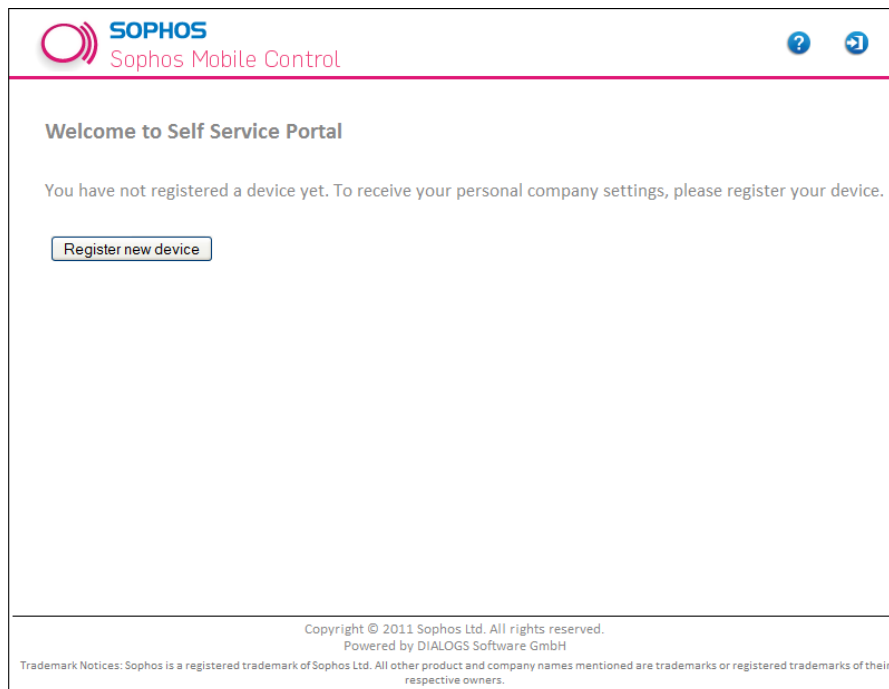
1. Open the Browser on your computer and go to the **Sophos Mobile Control - Self Service Portal**

   The Self Service Portal login page is displayed.

2. Enter your **User** name and your **Password** and click **Login**.

   The Self Service Portal Welcome page is displayed.

   Note: If other devices have been registered for you, they are displayed in a list on the Welcome page.

3. Click **Register new device**.

   The **Company Policy** page is displayed.

4. Read the company policy information, select **I accept the terms** and click **Next**.

5. On the **Select device** page, select **iOS** and click **Next**.

6. On the **Device information** page, enter the **Phone number** of your device. For easy identification, enter a **Device description**.

7. After you click **Next** a message with a confirmation code is sent to the phone number you have entered.
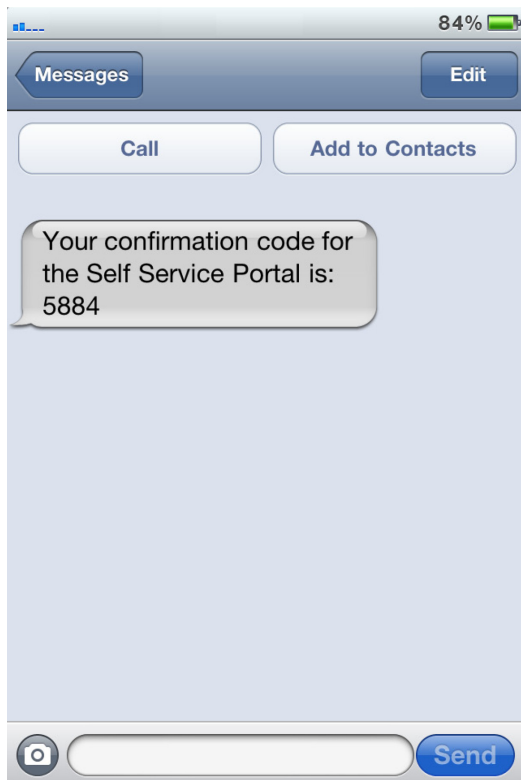
In your Browser, the **Confirm phone number** page is displayed.

8. On the **Confirm phone number** page, enter the confirmation code.

9. Click **Next** to initiate installation.

   A **Progress** page shows an overview on setup progress. It is followed by a **Progress** page with a short instruction on how to proceed.

   Note: Tasks 1 and 2 shown on the following **Progress** page are always applicable. The remainder of the installation and configuration process depends on your company-specific configuration, so different tasks may be shown.
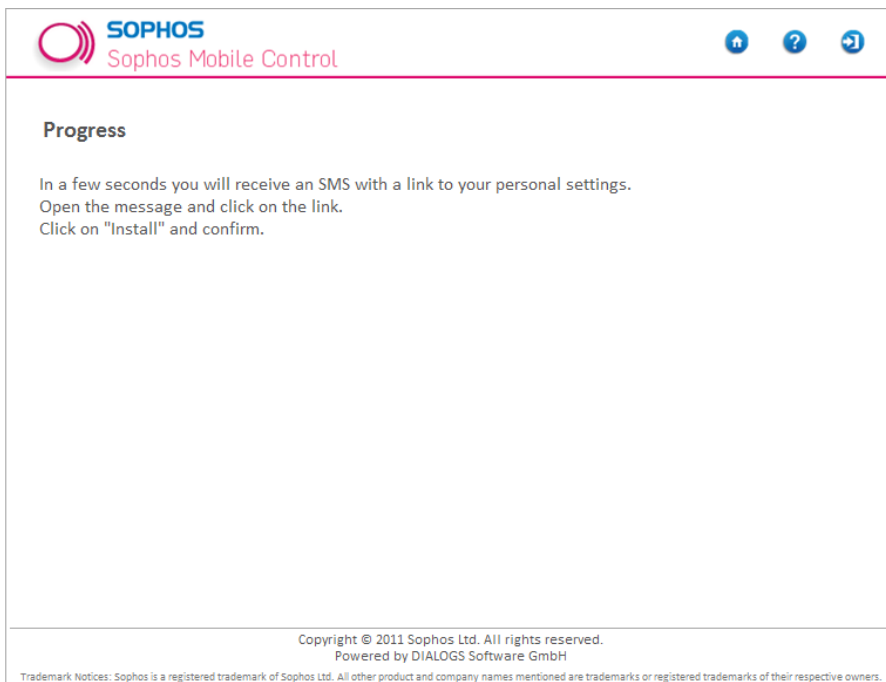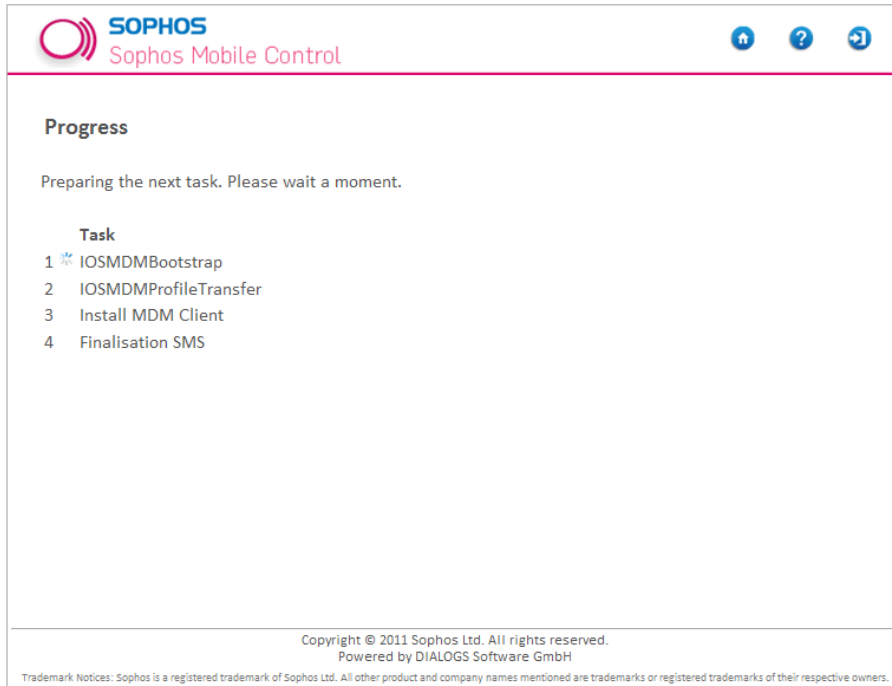
   Note: with the **Home** button you can return to the Self Service Portal Welcome page. To return to the progress page, click **Show tasks** for the relevant device.

10. On your iPhone, you receive a message with a download link.
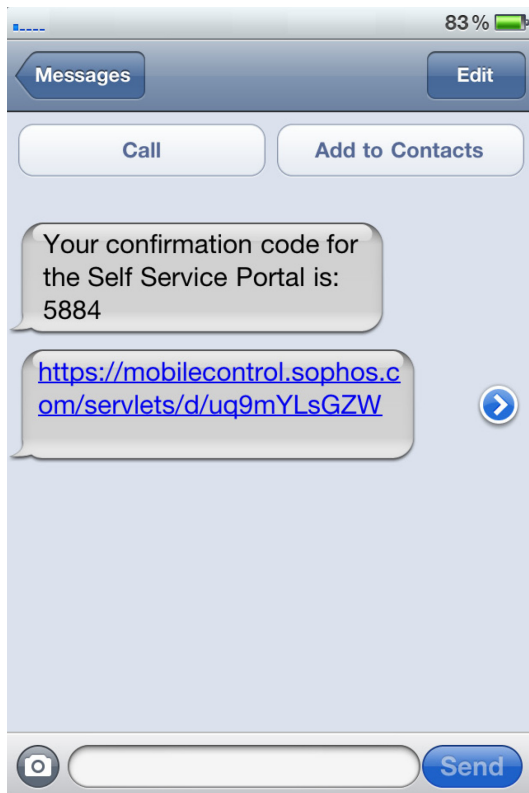
11. Click the link.

The Mobile Device Management profile installation page is displayed.
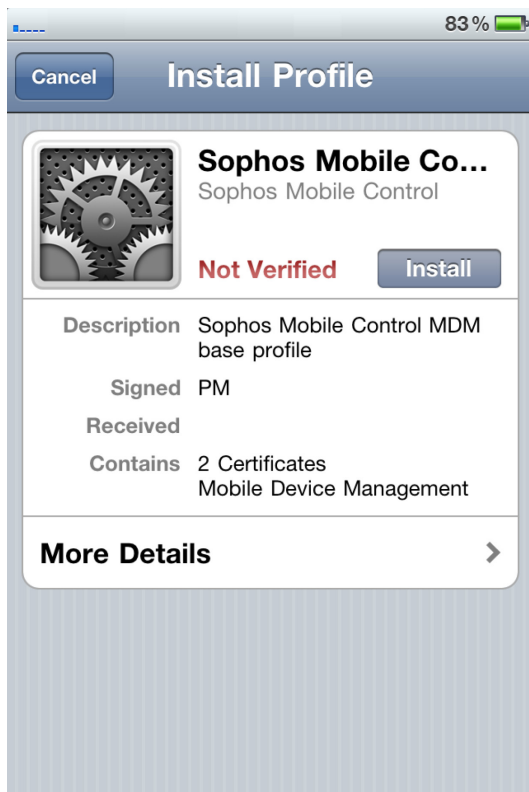
12. Click **Install.**

A warning message with information on what the installation process will do is displayed.
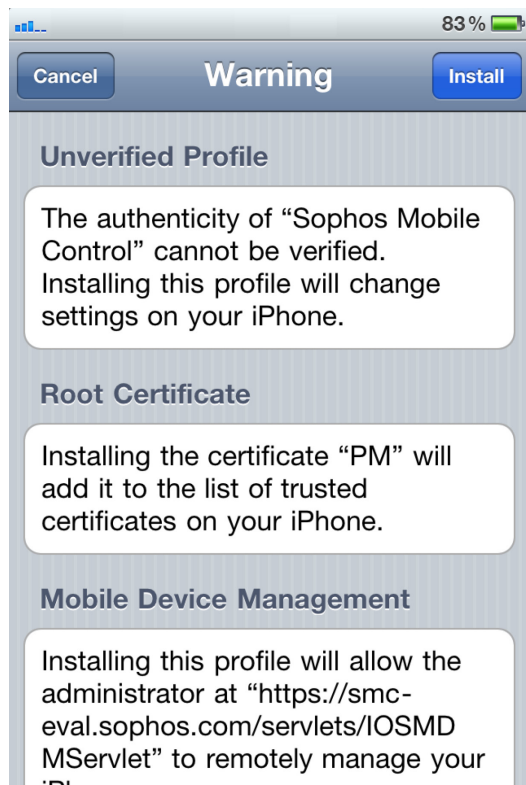
13. Click **Install** to install the Mobile Device Management profile.

    Note: Depending on your iPhone's configuration you may have to enter your PIN.

    When installation has been completed, **Profile Installed** is displayed.
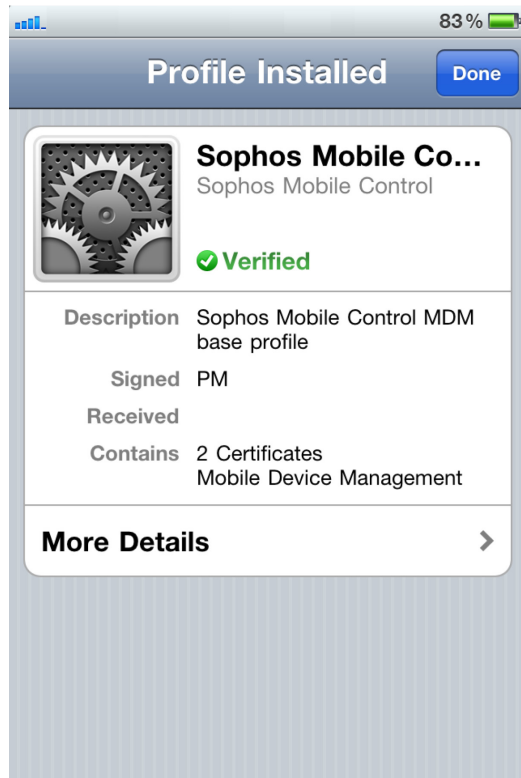
14. Click **Done**.

    The installation of the Mobile Device Management profile has been completed. Further installation and configuration steps depend on your company-specific configuration.

15. The following needs to be done for further configuration:

    ▪ Download the Sophos Mobile Control Client from the Apple Store and install it.

    ▪ Open the Sophos Mobile Control Client and enter the server information you have received from your system administrator.

       The process depends on your company-specific configuration. Follow the instructions shown on your device.

16. In your Browser, a **Progress** page shows the configuration progress.

    Note: The configuration process may take a while.

17. After configuration has been completed, a success message is displayed. Click **OK**

    Note: Tasks 1 and 2 shown on the following **Configuration finished** page are always displayed. The remainder of the installation and configuration process depends on your company-specific configuration, so different tasks may be displayed.
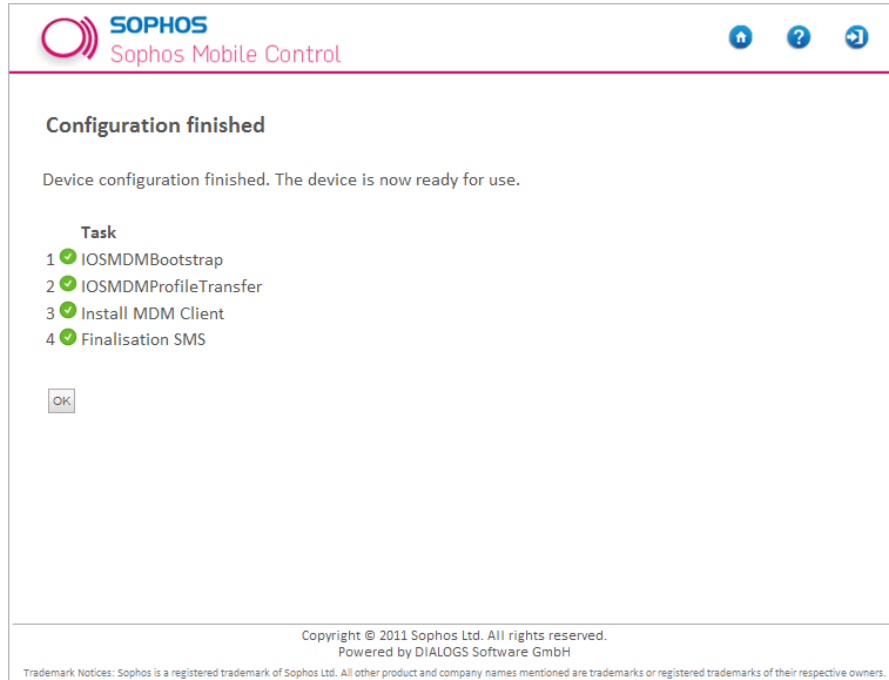
Sophos Mobile Control has been installed and set up on your device. Your device is displayed in the Sophos Mobile Control list of registered devices.
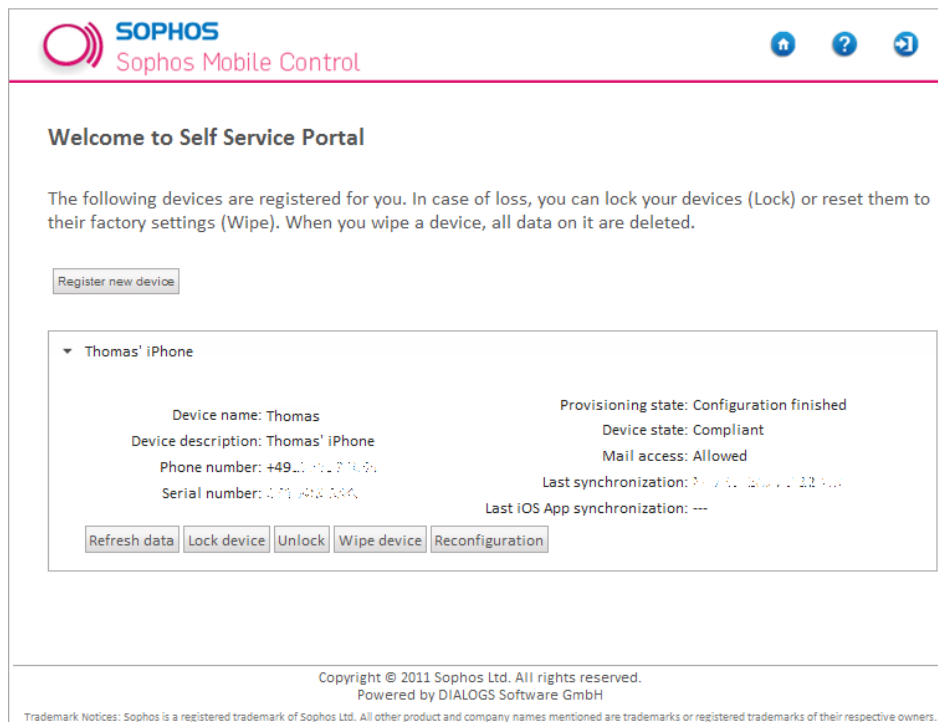
3 Set up Sophos Mobile Control on an Apple iPad

You can set up Sophos Mobile Control on GSM, 3G and Wi-Fi iPads.

1. On your iPad, open your Browser and go to the **Sophos Mobile Control - Self Service Portal**.

   The Self Service Portal login page is displayed.

2. Enter your **User** name and your **Password** and click **Login**.

   The Self Service Portal Welcome page is displayed.

   Note: If other devices have been registered for you, they are displayed on the Welcome page.

3. Click **Register new device**.

   The **Company Policy** page is displayed.

4. Read the company policy information, select **I accept the terms** and click **Next**.

5. On the **Select device** page, select **iOS** and click **Next**.

6. On the **Device information** page, enter a **Device name** for your iPad.

   Click **Next** to initiate installation.

   A **Progress** page shows an overview on setup progress. It is followed by a **Progress** page with a short instruction on how to proceed.

7. After installation has been prepared, a download link is displayed.

8. Click on the link.

   The Browser moves to the background and the Mobile Device Management profile installation page is displayed.
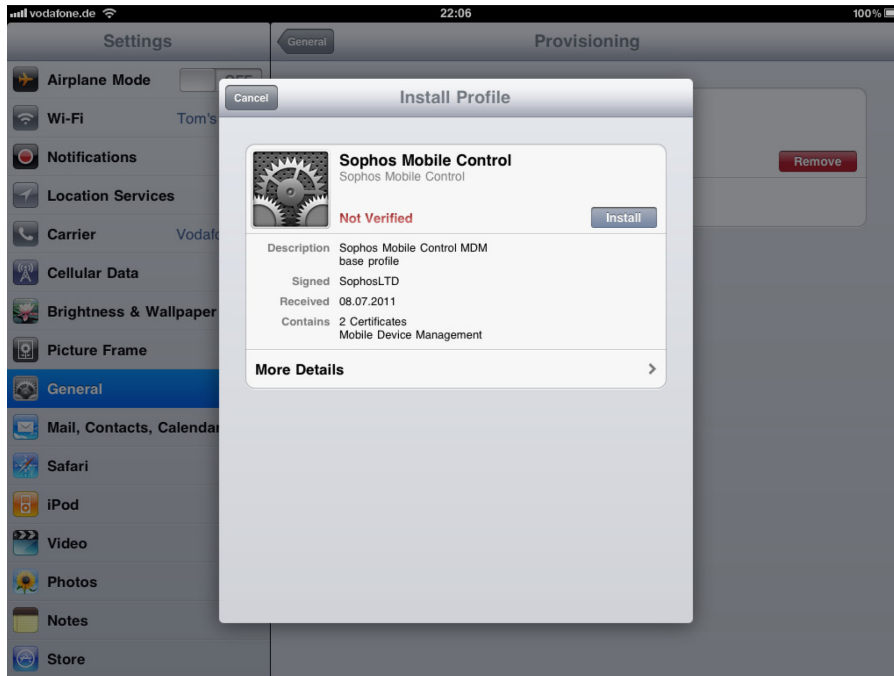
9. Click **Install**.

   A warning message with information on what the installation process will do is displayed.
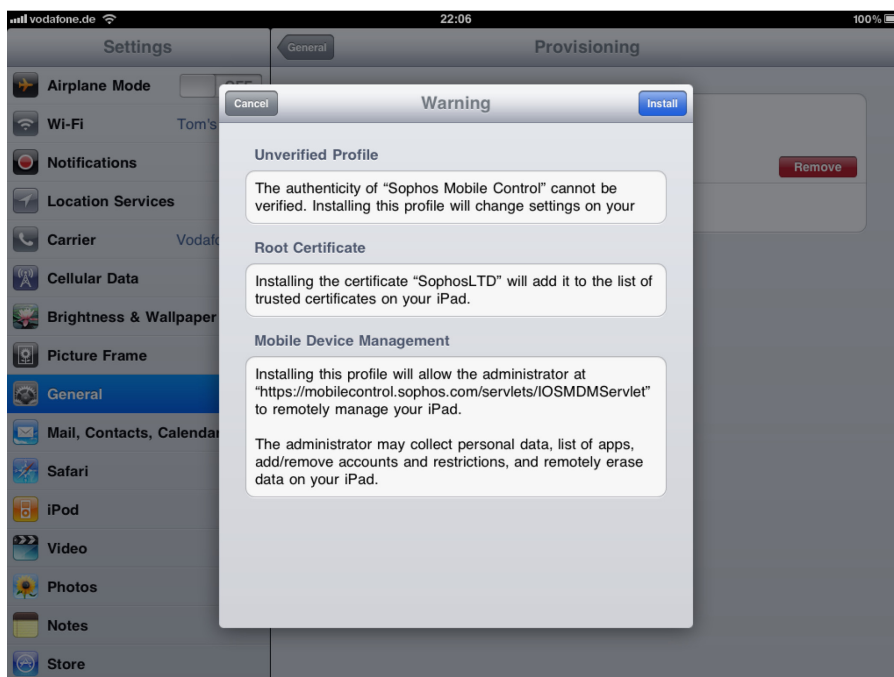
10. Click **Install**, to install the Mobile Device Management profile.

    Depending on your device configuration, you may be prompted to enter your passcode.
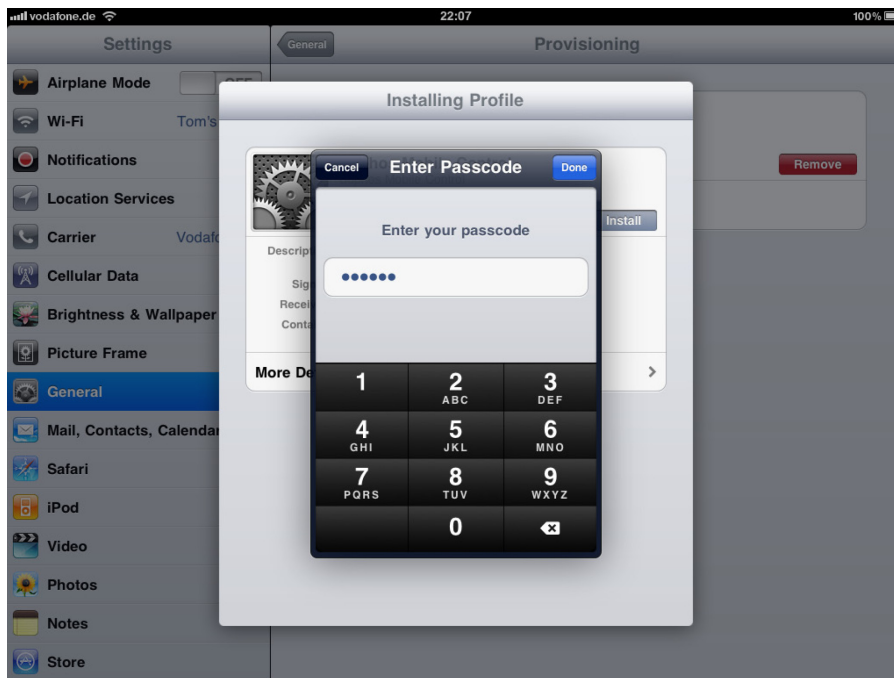
11. When the installation has been completed, **Profile Installed** is displayed.
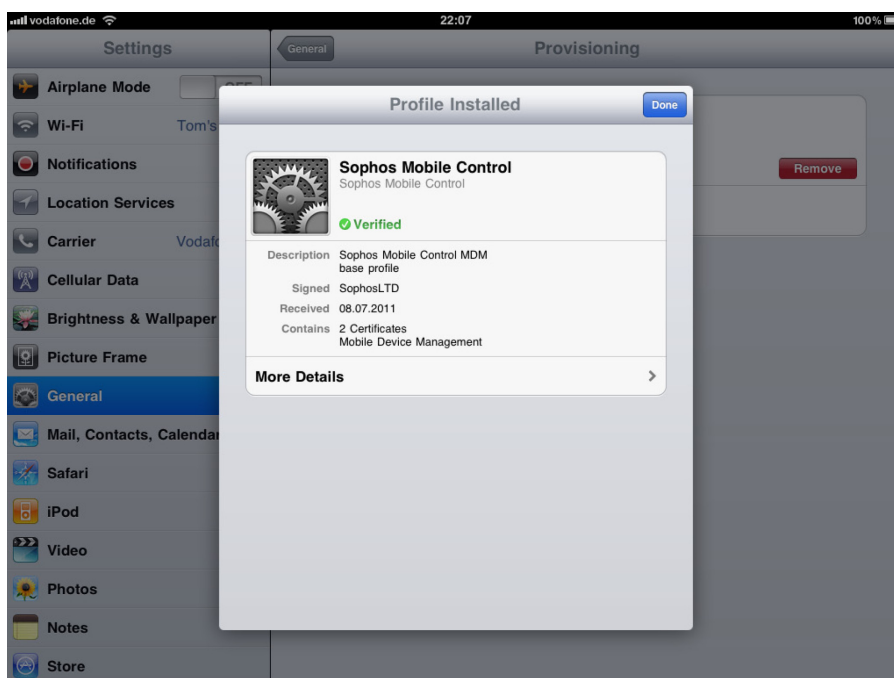
12. Click **Done**.

    The installation of the Mobile Device Management profile has been completed. Further installation and configuration steps depend on your company-specific configuration.

13. The following needs to be done for further configuration:

    ▪ Download the Sophos Mobile Control Client from the Apple Store and install it.

    ▪ Open the Sophos Mobile Control Client and enter the server information you have received from your system administrator.

      The process depends on your company-specific configuration. Follow the instructions shown on your device.

14. In your Browser, a **Progress** page shows the configuration progress.

    Note: The configuration process may take a while.

15. After configuration has been completed, a success message is displayed. Click **OK**.

    Sophos Mobile Control has been installed and set up on your device. Your device is displayed in the Sophos Mobile Control list of registered devices.

4 What to expect after installation

Depending on the settings of the configuration profile installed, the following can be expected after installation:

- Applications like Camera, Apple Store and YouTube may no longer be available on your mobile device.

- New applications may be available.

- Your email application may be preconfigured for access to your corporate mail server.

- Your system administrator may have specified required and recommended apps to be installed on your device. To view and install them, open Sophos Mobile Control on your device and select **Apps.**

Note: If the Mobile Device Management profile is removed from the mobile device, all data (email calendar items and contacts) introduced by the profile will also be removed.

5 Synchronize your device manually

After you have installed and configured the software on your device, you can manually synchronize it with the Sophos Mobile Control server.

This is for example useful in the following situations:

- Your device has been switched off for a longer period of time and therefore has not been synchronized with the server. In this case, your device is non-compliant and you may for example not be able to receive emails on your device. To make your device compliant again, you have to synchronize it with the Sophos Mobile Control server.

- Your device is non-compliant due to other reasons (for example non-compliant apps) and you have to make changes on your device to comply with your company policy. After you have made the necessary changes, you have to synchronize your device with the Sophos Mobile Control server.

To manually synchronize your device, go to the relevant device on the Self Service Portal Welcome page and click **Refresh data**.

6 Lock device

In case of theft or loss you can lock your registered device.

1. Go to the Self Service Portal Welcome page.
2. In the list of registered devices, go to the relevant device.
3. Click **Lock device**.

   A message box is displayed.
4. Click **Lock device**.
5. Your device is locked.

6.1   Unlock device

1. Go to the Self Service Portal Welcome page.
2. In the list of registered devices, go to the relevant device.
3. Click **Unlock**.

   A message box is displayed.
4. Click **Unlock**.
5. Your device is unlocked and can be used again. You will be asked to enter a new password.

7 Wipe device

In case of theft or loss you can reset your device to its factory settings (wipe).

Note: If you wipe your device, all data on the device is deleted

1. Go to the Self Service Portal Welcome page.
2. In the list of registered devices, go to the relevant device.
3. Click **Wipe device**.

   A message box is displayed.
4. Select **I am aware that the following action cannot be undone**.
5. Click **Delete all data**.

Your device is reset to its factory settings. All data is deleted.

8 Reconfigure device

Should Sophos Mobile Control have been removed from your device (for example because the device has been wiped) and your device is still registered, you can reconfigure your device with the Self Service Portal.

1. Go to the Self Service Portal Welcome page.
2. In the list of registered devices, go to the relevant device.
3. Click **Reconfiguration**.

   A message box is displayed.
4. Click **Reconfiguration**.

   A **Notice** page is displayed.
5. Click **Next**.

The installation and configuration process is initiated. The steps are identical with those described for setting up Sophos Mobile Control Apple iPhones and Apple iPads. After the process has been completed, Sophos Mobile Control is set up again on your device.

9 Technical support

You can find technical support for Sophos products in any of these ways:

- Visit the SophosTalk forum at *http://community.sophos.com/* and search for other users who are experiencing the same problem.

- Visit the Sophos support knowledgebase at *http://www.sophos.com/support/*.

- Download the product documentation at *http://www.sophos.com/support/docs/*.

- Send an email to *support@sophos.com*, including your Sophos software version number(s), operating system(s) and patch level(s), and the text of any error messages.

10 Legal notices